



## Request for Proposal (RFP)

Date: 01 September 2009

Dear Sir/Madam,

Subject: RFP for the Provision of Travel Management Services to UNDP North Sudan - Ref: RFP/KRT/09/106

1. You are requested to submit a proposal for the provision of Travel Management Services, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
  - i. Instructions to Offerors ..... (Annex I)
  - ii. General Conditions of Contract.....(Annex II)
  - iii. Terms of Reference (TOR).....(Annex III)
  - iv. Recommended Presentation of the Technical Proposal .....(Annex IV)
  - v. Price Schedule .....(Annex V)
  - vi. Proposal Submission Form .....(Annex VI)
  - vii. Acknowledgement Letter.....(Annex VII)
3. Your offer comprising of technical proposal and financial proposal, in separate sealed envelopes, should reach the following address no later than October 4, 2009 at 12:00 midday, Sudan time.

The Head of Procurement Unit,  
United Nations Development Programme  
House No. 290 Garden City, Khartoum  
Tel: +249 83 773 121 Ext: 2002  
Fax: +249 83 773128  
Email: [procurement.sd@undp.org](mailto:procurement.sd@undp.org)

And marked with "RFP for the Provision of Travel Management Services to UNDP North Sudan - Ref: RFP/KRT/09/106"

4. Additional information or any queries on this Request for Proposal may be submitted in writing to [procurement.sd@undp.org](mailto:procurement.sd@undp.org) at least 2 weeks before close date of this RFP. Responses will be posted on our website – [www.sd.undp.org/bids.htm](http://www.sd.undp.org/bids.htm). UNDP will endeavor to provide information expeditiously, but any delay in providing such

information will not be considered a reason for extending the submission date of your proposal.

5. You are requested to acknowledge receipt of this letter by completing the acknowledgement letter form provided in the solicitation documents (Annex VII) and to indicate whether or not you intend to submit a proposal by 21 September 2009.

Yours sincerely,

Mustafa Ghulam  
Deputy Country Director (O)

## Instructions to Offerors

### A. Introduction

#### 1. General

The purpose of this RFP is to enter into a Long Term Agreement (LTA) for an initial period of one (1) year, with the possibility of extension annually up to a maximum three (3) years with a Travel Agency for Travel Management Services. UNDP reserves the right to contract one or more travel agencies.

Please note that North Sudan is currently under various trade restrictions. As a result, Bidders are requested to carefully verify their eligibility to work in North Sudan. Please also refer to the web site of the Department of the Treasury's Office of Foreign Assets Control (OFAC) for more other information concerning trade restrictions at <http://www.ustreas.gov/offices/enforcement/ofac/programs/> and at [http://www.bis.doc.gov/policiesandregulations/05forpolcontrols/chap5\\_embargo.htm](http://www.bis.doc.gov/policiesandregulations/05forpolcontrols/chap5_embargo.htm)

#### 2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal. The UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

### B. Solicitation Documents

#### 3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

#### 4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at [procurement.sd@undp.org](mailto:procurement.sd@undp.org). The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be posted on our website – [www.sd.undp.org/bids.htm](http://www.sd.undp.org/bids.htm).

## 5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors are requested to constantly check our website for any modifications to the solicitation documents – [www.sd.undp.org/bids.htm](http://www.sd.undp.org/bids.htm).

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

## C. Preparation of Proposals

### 6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

### 7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form;
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule, completed in accordance with clauses 8 and 9;
- (d) Proposal security in the amount of US\$ 5,000 (Five thousand US dollars).

### 8. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as per recommendations in annex IV.

### 9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule, as per sample attached in Annex V, for the prices of services it proposes to supply under the contract.

## 10. Proposal currencies

All prices shall be quoted in US dollars.

## 11. Period of validity of proposals

Proposals shall remain valid for one hundred and twenty (120) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

## 12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialed by the person or persons signing the Proposal.

## 13. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

### D. Submission of Proposals

## 14. Sealing and marking of proposals

The Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY ". The envelopes shall then be sealed in an outer envelope.

(a) Both the inner and outer envelopes shall be:

- addressed to –

The Head of Procurement Unit,  
United Nations Development Programme  
House No. 290 Garden City, Khartoum  
Tel: +249 83 773 121 Ext: 2002  
Fax: +249 83 773128  
Email: [procurement.sd@undp.org](mailto:procurement.sd@undp.org)

and,

- marked with –

“RFP for the Provision of Travel Management Services to UNDP North Sudan - Ref: RFP/KRT/09/106”

“DO NOT OPEN BEFORE October 4, 2009 at 12:00 midday”

- (b) Both inner envelopes shall indicate the name and address of the Offeror to enable the Bid to be returned unopened in case it is declared “late”. The first inner envelope shall contain the information specified in Annex IV, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the price schedule duly identified as such.
- (c) Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal’s misplacement or premature opening.

#### 15. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address specified under clause Sealing and marking of Proposals no later than October 4, 2009 at 12:00 midday, local time.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause Amendments of Solicitation Documents, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

#### 16. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.

## 17. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

## E. Opening and Evaluation of Proposals

### 18. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

### 19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

### 20. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's

determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

## 21. Evaluation and comparison of proposals

A One Stage RFP (two envelopes approach) will be utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% out of 100% of the obtainable score in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) and on the Technical feasibility and soundness of the proposal as per the evaluation matrix described below.

The price proposal of all contractors, who have attained minimum 70% score in the technical evaluation will be compared. The Financial proposal would be evaluated as per its acceptability and competitiveness of rates.

Final combined scoring of each Offeror will be on the basis of combined evaluation of technical score weighting 70% and the financial score weighting 30%.

The award will be granted to offerors achieving the highest combined score. The formula for determining the financial scores is the following:

$F_s = 30\% \times F_1 / F_c$ :  $F_s$  is the financial score;  $F_1$  is the lowest price and  $F_c$  is the price of the proposal under consideration.

The weights given to the technical and financial proposals are:  $T=0.7$ ,  $F=0.3$

The highest score will be calculated by formula:  $HS = T \times s \times 0.7 + 0.3$

( $HS$  = Highest Score,  $T_s$  = technical score,  $F_s$  = Financial score)

## Technical Evaluation Criteria

TECHNICAL PROPOSAL		Points obtainable	Companies				
			A	B	C	D	E
1	Organisational and Technical capacity of the company <ul style="list-style-type: none"> <li>Accredited IATA member – number of years (at least 5 years in Travel Industry)</li> <li>History of organization, its general reputation, competence and reliability</li> </ul>						

	<ul style="list-style-type: none"> <li>• Good track record in serving international organizations, embassies, multinational organizations; references (evidenced by the number of existing similar contracts)</li> <li>• Financial strength (evidenced by quick ratio, net working capital, annual turnover, etc) provide last certified audit reports, annual report audited financial statements,</li> <li>• Locations worldwide and possibility to use network for possible support when in other countries</li> </ul>						
2	<b>Personnel</b> <ul style="list-style-type: none"> <li>• Experience of managers and travel consultants; Description of roles and responsibilities of assigned staff</li> <li>• Type of training provided to travel agency personnel</li> <li>• How many travel assistants will serve UNDP</li> <li>• English Language knowledge</li> </ul>						
3	<b>Travel Products and services offered: quality and completeness</b> <ul style="list-style-type: none"> <li>• Type of computerized airline system</li> <li>• Completeness of travel products</li> <li>• Ticketing and reservation</li> <li>• Three alternative routings</li> <li>• Ticket delivery</li> <li>• Visa services</li> <li>• Airport pick up/transfer</li> <li>• Conference, workshops, seminar organization</li> <li>• Ability to secure lowest available airfare</li> <li>• Refunds of not used tickets</li> <li>• Understanding of UN travel rules</li> <li>• Other value added products offered</li> <li>• Ability to product lowest international fares in specific details</li> <li>• Quotation of air fares for the sample itineraries given</li> </ul>						
4	<b>Hotels, Workshops/Seminar organization and car Rentals</b> <ul style="list-style-type: none"> <li>• Proposal to negotiate with hotels, hotels discount rates available</li> <li>• Offered conference services: registration, transportation, assistants</li> </ul>						
5	<b>Proposed Approach</b> <ul style="list-style-type: none"> <li>• Understanding of and responsiveness to TOR and RFP requirements – completeness</li> <li>• Adequacy and acceptability of resources to</li> </ul>						

	<p>successfully undertake the contract; possibility to place travel requests via email (evidenced by inventory of assets that will facilitate efficiency of service)</p> <ul style="list-style-type: none"> <li>• Practicality and appropriateness of the proposed process and implementation timetable/management arrangements (submission of a detailed implementation plan with timeline/specific milestones)</li> <li>• Working hours suggested are acceptable. Existence of the service/travel assistance beyond working hours and during weekends;</li> <li>• Budget and statement of whether the proposer will absorb all or part of implementation costs</li> </ul>						
6	<p>Management Information</p> <ul style="list-style-type: none"> <li>• Description of all technology and reporting products proposed for the UNDP</li> <li>• Quality of monthly and quarterly summaries about travel agent sales activity data (provide actual examples)</li> <li>•</li> </ul>						
7	<p>Suppliers Relations</p> <ul style="list-style-type: none"> <li>• Existence of good working relations with air carriers,</li> <li>• System of informing UNDP on all the discounts and special offers from airlines</li> </ul>						
8	<p>Performance Evaluation and Review</p> <ul style="list-style-type: none"> <li>• Established system of quality control of the services provided</li> <li>• Suggested system of notification of UNDP if any deficiencies detected and corrective actions taken</li> </ul>						
9	<p>Presentation of the written technical proposal</p>						
<b>TOTAL POINTS</b>		<b>700 (100%)</b>					

## F. Award of Contract

### 22. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

#### 23. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

#### 24. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

## General Conditions of Contract

### 1. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

### 2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNDP.

### 3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

### 4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

### 5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

### 6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

### 7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits,

claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

#### 8. INSURANCE AND LIABILITIES TO THIRD PARTIES

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

(i) Name UNDP as additional insured;

(ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;

(iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

#### 9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

#### 10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor,

subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

#### 11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

#### 12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

#### 13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.

13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

#### 14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.

14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in its sole discretion, it considers to be

appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

## 15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

## 16. SETTLEMENT OF DISPUTES

### 16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

### 16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such

dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

#### 17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

#### 18. TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### 19. CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

#### 20. MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in

Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

#### 21 OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

#### 22 AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

## Terms of Reference (TOR)

For Provision of Travel Management Services for the UNDP in Khartoum, Sudan

### 1. General Information

#### Objective

In order to achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, UNDP (North Sudan) seeks to enter into Long Term Agreements (LTA) with Travel Agencies to serve all its travel service requirements.

This tendering process is not to be misconstrued as a manifestation of dissatisfaction on the services of the current travel service provider, but rather a regular exercise of scanning the market for better terms, rates and services that the UN may be missing out but may be worth taking advantage of.

The UNDP shall enter into agreement with the successful bidders for an initial period of one (1) year, and may be extended annually up to a maximum three (3) years, upon:

- a) satisfactory evaluation of performance, based on a survey of UNDP travelers and travel focal persons;
- b) retention of the same rates as agreed with the UNDP during the first year of contract, except when the rates will be reduced without a reduction in the scope and quality of services; and
- c) Other extenuating circumstances as may be found or deemed appropriate by the UN based on its standard principles.

The agreements shall not set a minimum guarantee on volume sales on the part of the UNDP, nor will the UNDP or the Travel Agent be allowed to impose such a guarantee of volume.

### 2. General overview of UNDP expense activity

The latest travel statistics of the UNDP are as follows:

- Total volume of UNDP Official Travel during the year 2008 was over US \$300,000.00.

#### Travel expense activity

- Domestic air – 15%, mostly UN flights
- International air – 85%

#### Travel pattern statistics

Top cities visited: Nairobi, Kampala, Dubai, Cairo, New York, Geneva, Vienna, Bangkok, Rome, Paris, New Delhi, Amsterdam and Frankfurt

Number of UNDP North Sudan International Staff – 122

Number of UNDP North Sudan National Staff – 366

Travel destinations for International Staff (Home country travel): 46 countries as per the table below.

SrI No:	Country	Total staff
1	Afghanistan	4
2	Albania	1
3	Australia	3
4	Austria	1
5	Bangladesh	5
6	Bhutan	2
7	UK	10
8	Burma	1
9	Canada	7
10	Colombia	1
11	Denmark	1
12	Netherlands	4
13	Eritrea	1
14	Ethiopia	3
15	France	3
16	Germany	4
17	Greece	1
18	Haiti	1
19	India	7
20	Iraq	1
21	Italy	11
22	Japan	5
23	Kenya	12
24	Kyrgyzstan	2
25	Liberia	2
26	Macedonia	1
27	Mongolia	1
28	Mexico	1
29	Nepal	2
30	Nigeria	1
31	Pakistan	2
32	Palestine	1
33	Philippines	1
34	Portugal	1
35	Russia	1
36	Senegal	1
37	Sierra Leone	3
38	Slovenia	1
39	Somalia	1
40	Sweden	1
41	Switzerland	1
42	Tajikistan	1

43	Uruguay	1
44	USA	3
45	Uzbekistan	2
46	Zimbabwe	2

Total: 122

The figures shown are a good and fair estimate of the air travel spent during the period indicated and based on management information currently available to UNDP. Please note that UNDP offers (but cannot warrant) the accuracy of any information contained within this Request for Proposal, and offers it in good faith. Any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

### 3. Travel Policy

Current air travel policy requires the Travel Agents in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UNDP travel policies and mission requirements. The UNDP travel policies embody the following basic principles, which however, are subject to subsequent revision:

- a) Where available, use of the lowest applicable fare (including penalty fares) is the preference;
- b) Full economy fares may be used if no appropriate reduced fares are available;
- c) Business class travel or equivalent may be applicable only in limited situations;
- d) Travel regulations prohibit first-class travel except for a few specific categories;
- e) The Travel Agencies must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-over), however, shall be booked with the express approval of authorized UNDP personnel;
- f) The Travel Agents shall, where appropriate, attempt to obtain free business class and first class upgrades for UNDP travelers. Any upgrades should be used for the cost-savings purposes.

### 4. Service Configuration

- The ultimate goal is to set up an agreement with the competent Companies resulting in provision of Travel Services and discount system. Note: Any type of income earned by the organization as a result of negotiated contracts may not be used for personal use, but should revert to UNDP account.
- Most satisfied with: highly competent/quick service and provision of the choice of the best/least costly routes possible.
- Less satisfied with: no discount system.

- Expectations: competitive prices; support with issuance of visa; coordination with Embassies; follow-up on obtaining visa for Sudan nationals; no charge for airport transfers; car rental reservations.

## 5. Contract Parameters

- UNDP plans to negotiate multi year agreements with vendors for the performance of travel services. The service standards to be provided must be of the highest order, and responses to specific questions concerning service elements will be weighted heavily. The agreements will be non-exclusive. UNDP reserve the right to enter concurrently into additional agreements with other companies for any of the travel management services covered by this TOR.
- Considering that UNDP might require a variety of services and financial commitments, we expect these to be included under one agreement.
- UNDP recognises the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with UNDP.
- Please note that UNDP is not committed to selecting any of the agencies submitting proposals.

## 6. Scope of Work

### General

The Travel Agent shall provide travel services from 8:00am to 7:00pm during working days. In addition, Travel Agent shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. One of the Travel Agent's employees shall always be reachable by phone.

Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication handling all travel related matters is crucial. Furthermore, in carrying out its diverse worldwide operations, the UNDP need not only to arrange for travel of its Khartoum based staff, but also for the travel of new staff, participants in meetings and staff from other parts of the world.

The Travel Agent shall render a full spectrum of high quality services in a polite, responsive, hassle-free and efficient manner at all times to all the officers/staff of the UNDP, including their dependents and other travelers authorized/accredited under the UNDP, and in accordance with the UNDP policies, procedures and guidelines.

As a service object, telephone calls should be answered promptly. When it is necessary to place calls on hold, they shall not be kept on hold for more than a few minutes and call back, when necessary shall be made within one hour.

The products and services required by the UNDP include but not limited to the following:

- A. Reservations and Ticketing
- a) Upon request for booking/reservation, the Travel Agency shall immediately:
- make bookings on the three (3) main airlines operating the route, preferably all on confirmed status;
  - prepare the appropriate itineraries;
  - formalize the 3 quotations based on the most economical fare, the most direct and convenient routing; and
  - transmit the same to the passenger/Requisitioner of the travel.
- b) In the event that required travel arrangements cannot be confirmed, the Travel Agency shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
- c) For wait-listed bookings, Travel Agency shall provide daily feedback on status of flight and continuously Endeavour to secure confirmation until it is obtained;
- d) Upon receipt of a duly approved UNDP Requisition or Travel Authorization from (Note: the Travel Agency is expected to recognize the authorized signatories to these forms), the Travel Agency shall promptly issue and deliver accurately tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline reservations on all segments of the journey;
- e) The Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey;
- f) The Travel Agency shall accurately and in a timely manner advise the UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- g) The Travel Agent shall provide the same level of service for rebooking, re-issuance and refund requirements;
- h) The Travel Agent shall manage the comprehensive database that will include, but need not be limited to, all relevant and important passenger information such as passport and UNLP information/details, frequent flyer data, seat and meal requests/preferences, and other service information.
- i) The Travel Agent shall monitor outbound and inbound flights to advise passengers of scheduled changes and ensure protection for cancelled, delayed, diverted and misconnected flights;
- j) The Travel Agent shall explain in writing all restrictions and limitations when using special fares.

- k) The Travel Agent shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
- l) The Travel Agent is expected to expand these services, as they become available on additional carriers.

#### B. Airfares and Airline Routings/Itineraries

The Travel Agent shall be given complete copies of the various UNDP travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel;

The Travel Agent shall:

- a) propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned – either by using the UNDP corporate fares with some airlines, or any other comparable or lower rates, without sacrificing flexibility of itinerary. Such journeys shall always be the most direct and economical routing;
- b) ensure that tickets issued are in accordance with entitlements as per UN standard travel policies, and as may be prescribed in the Travel Authorization;
- c) assist, upon UN's request, the UNDP Travel Unit in negotiating with airlines on preferred carrier fares for the UNDP, (and if successful, load such fares in the Travel Agency's Computerized Reservation System for use in auto-ticketing);
- d) advise the UNDP on market practices and trends that could result in further savings for the UNDP, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

#### C. Travel Information/Advisories

The Travel Agent shall:

- a) Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other possible inconveniences of the itinerary;
- b) provide travelers with online and offline relevant information on official destinations (e.g., airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.);

c) endeavor to notify travelers of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time;

d) Quick reference for requested destination.

#### D. Flight Cancellations/Rebooking and Refunds

The Travel Agent shall:

a) monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, re-routed flights and misconnection.

b) process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;

c) immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;

d) refund tickets within a maximum of three (3) months only;

e) limit refund charges at airline rates only, i.e., no additional charges will accrue to the Travel Agency.

#### E. Ticket Delivery

a) The Travel Agent shall deliver tickets, based upon proper authority from the UNDP in case of travel, itineraries, boarding passes (where available) and other travel documents as determined necessary by the UNDP.

b) Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise. The Travel Agent shall deliver tickets to the UNDP traveler at the UNDP premises during business hours, except for tickets that need to be delivered in other countries to UNDP Travelers on official travel, in which case the Travel Agent shall use other facilities to effect such deliveries.

c) Furthermore, the Travel Agent shall, as required provide emergency ticket delivery, or prepaid tickets or otherwise after hours at an appropriate airport or through one of its office or correspondent worldwide.

#### F. Management Reporting System

The Travel Agency shall submit to the UNDP the following reports/documents on a monthly basis, or immediately upon request by the UNDP:

- a) Weekly list of all tickets issued including the passenger's name, itinerary and fare paid;
  - b) Monthly production statistics (and Consolidated format indicating travel volume and value for the entire UNDP) with comparative figures if applicable (month to month, year on year);
  - a) Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advise; and
    - a. Complaints/Incidents Summary and Analysis.
    - b. Destination wise travel volume
    - c. Agency wise travel volume
- G. Availability of Other Products and Services As May Be Requested

The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- Ø Package Tours and Promotions for Personal Travel
- Ø Preferred Seating Arrangements /Upgrades
- Ø Privileged Check-in Services/Use of Airline Lounges Facilities
- Ø Hotel reservations/Accommodations
- Ø Excess Baggage/Lost Baggage
- Ø Ground Transportation/Car Rental
- Ø Emergency Services, e.g., sickness, injury, etc.
- Ø Travel Insurance
- Ø Transfer-Out Assistance
- Ø Travel Assistance/Support to Conference/Special Events
- Ø VIP check-in
- Ø Airport assistance, use of lounge and other facilities
- Ø Others as may be requested.

## 7. Qualification of the successful Travel Agents

The Travel Agents contracted will provide a wide range of Travel Management Services (TMS) and should have the capacity to handle commercial accounts.

The successful Travel Agencies who will be contracted to serve the needs of the UNDP shall have the following minimum qualifications:

- a. Accredited BSP/IATA Travel Agent licensed and registered to operate in Sudan;
- b. Experienced and maintains a good track record in serving international organizations, embassies and medium to large multinational corporations with reasonably high travel volumes;

- c. Employs highly qualified, competent and experienced staff, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- d. Financially stable;
- e. Currently maintains a global network/affiliates in major UN destinations;
- f. The Travel Agency shall be able to provide in-plant services, equipment, and facilities, with the least operational disruption, and with practically no lead time for UNDP, from the time of signing of the contract;
- g. The Travel Agency shall provide the list of the agreements with all respective air companies in order to prove their ability issue the tickets on behalf of those companies;
- h. Capable of deploying motorized messenger (s)/documentation clerk (s) when needed and required;
- i. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR;
- j. The Travel Agency shall advise on the booking system used by the TA (i.e. Amadeus, Galileo, etc.);
- k. The travel agency shall provide a list of individuals by name and title that will be responsible for servicing the UNDP in order to fulfill its obligations under the LTA with UNDP. The successful Travel Agency is required to devote at least four (4) personnel providing dedicated services to the travel needs of the UNDP consisting of travel Consultants:
  - To service domestic and international travel needs;
  - To provide comprehensive services from reservations and ticketing. In some instances, visa and passport documentation and processing may also be required.
  - For the overall management of the UNDP account
  - To propose itineraries, fare computations and ticketing
  - For the documentations assistance and
  - To prioritize delivery of documents to the UNDP authorized travelers

## 8. Agency Profile

In order to determine the Travel Agency's profile, please provide the following:

- Annual report(s) or audited financial statement showing levels of business activity for past two years;
- The type of ownership and mix locations;
- Business references/list of other corporate clients being served;

The Travel Agent's employees shall perform their functions in a highly efficient and professional manner. All such personnel shall be required to be well-versed on the travel policies of the UNDP and, adopt the same knowledge on the conduct of business and delivery of services to the UNDP.

The personnel who will be assigned to serve the UNDP need not necessarily be new, but may also be current employees of the Travel Agency, to be reassigned to service the UNDP requirements on a full time basis. The qualifications of the entire team members shall be subject to review and evaluation of the UN, and shall be expected to be engaged continuously for the duration of the contract with the UNDP, through any lawful retention means that the Travel Agency may employ. Should the UNDP deem it necessary to interview the team members as part of the evaluation of qualifications, the Travel Agency shall so allow.

It is the expectation of the UNDP that the turnover of staff shall be very low, and retention of staff rendering good quality services shall be vital to the success of the contract.

The Travel Agency shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to the UNDP and to ensure full compliance with all requirements of the contract with the UNDP. If other expertise is needed and facilities required they shall be sourced from the existing capacity of the staff.

#### 9. Refunds

- a) The UNDP shall be fully reimbursed at all times by the Travel Agent for partly or fully unused tickets and PTA, subject to applicable regulations.
- b) The Travel Agent shall process for refund all returned airline tickets for official travel within seven days.
- c) The Travel Agent should avoid using PTA as much as possible, in view of the difficulties in obtaining refunds.

#### 10. Supplier Relations

- a) The Travel Agent shall not favor any particular carrier when making reservations.
- b) The Travel Agent shall maintain excellent relations with all carriers for the benefit of the UNDP

- c) The Travel Agent shall undertake to provide contacts between UNDP and, inter alia, airports, airlines, hotels and car rental companies and shall arrange for regular meetings between the UNDP and such entities for the benefit of the UNDP.

#### 11. Private Travel

- a) The Travel Agent shall provide the UNDP staff with any information on local and non-local travel, including lodging, resorts and clubs for holidays and other private travel, with all related services. The Travel Agent shall provide vacation arrangements for well-known tour operators, as well as its own products in the leisure market, including flight, only arrangements at bulk prices. Its personnel shall be trained to handle such private travel arrangements. However the Travel Agent shall always give priority to handling official travel over any private travel.
- b) The Travel Agent notes that the UNDP does not guarantee the Travel Agent any minimum level of private travel, or exclusivity in handling such private travel.

#### 12. Performance Evaluation and Review

##### Performance Standards and Service Levels Guarantees

The contracted Travel Agent shall perform its services and deliver its products in accordance with the UN prescribed minimum performance standards set by the UNDP, which shall also serve as the basis of the annual performance survey across UNDP.

The Travel Agent shall meet periodically with the UNDP to discuss issues of mutual concern, to review the Travel Agent's performance and to discuss improvements which the Travel Agent or the UNDP should make in order to achieve more effective travel management and greater savings. The Travel Agent shall arrange meetings twice a year to discuss travel updates and other travel matters with the UNDP. The Travel Agent shall make the UNDP aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

#### 13. Compensation Scheme

- a) Travel Agent shall generate its income on a per-ticket/transaction basis.
- b) The UNDP Travel Administrator, however, shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates being given to the UNDP. Frequency of deviation from the competitive rates in the market shall be factored into the annual performance review.

#### 14. Travel Agent's Quality Control

- a) The Travel Agent shall establish and operate to monitor on a regular and continual basis the quality of travel service provided to the UNDP. These procedures shall

- include a self-inspection system covering all the services to be performed under the Long Term Agreement (LTA) and shall include a method for monitoring, identifying and correcting, deficiencies in the quality of service furnished to the UNDP.
- b) The UNDP shall be notified of any deficiencies found and corrective action taken; such actions shall be included in the Travel Agent's narrative report required.
  - c) The UNDP reserves the right to conduct own quality control surveys, amongst frequent travelers.
  - d) The Travel Agent warrants that the personnel assigned to handle the UNDP travel arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.

#### 15. Duration

The duration of this agreement is initially 12 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services.

The UNDP reserves the right to terminate the contract at any time:

On three months notice in the event of change of controlling ownership of the Travel Agency or in the event the Travel Agent fails to maintain the performance and service standards set forth in the contract or;

Immediately in the event of the Travel Agent entering into liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to IATA under the Bank Settlement Plan.

## Recommended Presentation of the Technical Proposal

1. Detailed List and Description of Proposed Services and Processes - In complying with this, it is recommended to present the services to be offered in accordance with the sequence and description in the TOR. Presenting a comparative matrix between what the UNDP requires and what the travel agency can offer, on a one-to-one correspondence, will significantly facilitate the review and evaluation process.

2. Implementation Mechanisms and Management Arrangements – this will contain a brief description of how the Offeror foresees the flow of transactions involved,, as well as the expected roles and responsibilities of the parties.

a) a detailing of the activities to be undertaken from entry to UNDP premises and setting up of systems and facilities, to actual start of operation, with corresponding timelines;

b) the logistical and administrative requirements of the travel agent from UNDP to facilitate the starting up and the successful interfacing of operations;

c) the flow of the transactions involved, from the requesting stage to the billing/invoicing and payment procedures,

d) the expected roles and responsibilities of the parties involved over the contract duration.

3. Other concessions offered – this shall consist of value-added products and services that were not mentioned/ required in the TOR but the offer is offering to the UNDP. This is optional, but will be given credit if proven to indeed add value to the UN.

4. Competence of Existing and Proposed Personnel – this shall require the submission of the comprehensive Curriculum Vitae (CVs) of the existing personnel in the travel agency, followed by the CVs of those who will be assigned to serve the UNDP's needs.

All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "Proprietary" next to the relevant of the text and it will then be treated as such accordingly.

## PRICE SCHEDULE

The Contractor is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UNDP is exempt from taxes as detailed in Section II, Clause 18. '

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as travel, and out of pocket expenses should be listed separately.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

In addition to the hard copy, if possible please also provide the information on CD.

	Top UNDP Destinations	Airlines with Routes to UNDP Destinations	Travel Agency's Preferred Carrier Rate	Pass-on Rate to UNDP	Charges per Ticket (In USD)
1	Nairobi				
2	Kampala				
3	Cairo				
4	Dubai				
5	New York				
6	Bangkok				
7	Johannesburg				

8	Cape Town				
9	Geneva				
10	Jakarta				
11	London				
12	Vienna				
13	Frankfurt				
14	Delhi				
15	Amsterdam				

Ticketing Based Charges and Other Service and Transaction Fees	Charges/Fees
<u>TICKET ISSUANCE FEES</u> 1. International/short-haul/African countries 2. International/long-haul/rest of the world 3. Domestic	
<u>MISCELLANEOUS TICKET TRANSACTION FEES:</u> (exclusive of carriers fees and penalties)  1. Re-issuance / revalidation service fee of tickets (Intl and Dom) not issued by travel Agency. 2. Re-issuance / revalidation of domestic tickets issued by the travel agency. 3. Refund service fee: International/Domestic. 4. Cancellation service fee within reporting period : International/Domestic. 5. Voidance service fee. 6. No show penalty charges.	
<u>NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:</u>  1. Passport processing new/renewal 2. Visa processing/assistance fee 3. BID Services: alien documentation per person per transaction and alien documentation of personal appearance and on-site fingerprinting per person. 4. NSO Authentication 5. Visa Cable, visa extension and 6. Immigration visa assistance 7. Conference event assistance on reconfirmation, rebooking, etc, per transaction 8. Lost ticket and travel documents assistance 9. VIP Airport Service 10. Hotel/Car reservation and accommodation 11. Emergency service 12. Airport assistance (meet and greet at airport)	
Others: q _____ q _____ q _____ q _____ q _____ q _____	



## Acknowledgement Letter

PLEASE TYPE OR PRINT THE INFORMATION REQUESTED AND RETURN WITHIN 7 DAYS AFTER RECEIPT OF THIS ITB VIA email to: [procurement.sd@undp.org](mailto:procurement.sd@undp.org)

Date

Subject: RFP for the Provision of Travel Management Services to UNDP North Sudan  
- Ref: RFP/KRT/09/106

Dear Sir,

We the undersigned acknowledge receipt of your Request for Proposal (RFP) dated 01 September 2009 for the Provision of Travel Management Services to UNDP North Sudan and hereby confirm that

a)  We intend b)  we do not intend

to submit a bid/offer to the United Nations Development Programme by the deadline of October 4, 2009 or at any amended closing date.

Name of our representative (s) designated for this engagement:	1. .... 2. .... 3. ....
Firm/Company's name (Tenderer/Offeror):	
Address: City: State: Zip:	
Name of Authorized Representative:	
Signature of Authorized Representative and Title:	
Telephone Number: Fax Number:	
Email address:	

### Important Note:

It is a must that interested bidders send their acknowledgment to ([procurement.sd@undp.org](mailto:procurement.sd@undp.org)) if they intend to participate in this bidding process. This is necessary to enable UNDP to respond to questions that might arise or to provide communications to bidders if necessary. Failure to do so may disqualify your company from further consideration.